



## **Frequently Asked Questions – EDUCATION PROVIDERS**

### **RE: Emergency Rule 58G .0104**

1. Do sole proprietorships and/or entities still need to be licensed or approved as schools or sponsors in order to offer synchronous distance learning courses?

Yes. Only licensed or approved schools and sponsors may offer these courses. Further, the courses must be instructed by Commission-approved instructors.

2. I plan to offer the Update course via a synchronous distance platform. Do I still have to use the Commission's PowerPoint and send each student a copy of the student materials?

Yes. All requirements for use of Commission-approved materials are still in place, so instructors must instruct the course as directed by Staff in the Update Instructor Seminars and using the Commission-provided PowerPoint presentation. Also, sponsors are required to provide a copy of the student manual to each student; however, Commission rules do not require a printed version to be provided. It is acceptable to send a pdf version. Approved Update course sponsors are provided pdf copies of the GenUp and BICUP student manuals in ShareFile.

3. I plan to offer Prelicensing and Postlicensing courses via a synchronous distance platform. Do I still have to assure that each student has a copy of the approved textbook?

Yes. All requirements for use of Commission-approved materials are still in place, so instructors must instruct the course as directed by the course syllabi and ensure that each student has a copy of the Commission-approved textbook. Students can provide a receipt or other proof that they have the textbook. The [Real Estate Manual](#) is available electronically.

4. I plan to offer a CE Elective course via a synchronous distance platform. Do I still have to assure that each student has a copy of the approved materials?

Yes. If you are delivering a course that is owned by another person or entity, you should check with that owner to find out whether an electronic version of the student materials is available.

5. May I use a platform that does not have a video component?

No. There must be a video component, so that students can see the materials being discussed/presented, and, ideally, the presenter. As an example, use of the Commission's PowerPoint presentation during Update course(s) is still required.

6. Does it matter if students have a webcam?

Yes. Students need to have cameras so you can verify their attendance and active involvement in the course. However, as long as their presence and participation are regularly monitored, they do not need to be on camera through the entire course.

NOTE: It is still necessary to check students in and verify their license numbers. One option is to require them to start with the webcam on and have them show their pocket cards on screen. *If you aren't going to require them to have a webcam, you need a means of checking them in and verifying who they are and their license numbers.*

7. Do students still have to meet the same attendance requirements in CE, Pre, and Post courses that are delivered through synchronous distance instruction?

Yes. Attendance requirements are still in effect and required for successful course completion. It is the responsibility of the school or sponsor to make certain that the students who are certified as having completed the course met the necessary attendance requirements.

8. How do I take and track attendance in a synchronous distance course?

At the beginning of the class, a check-in process and roster are essential. We recommend having people show their pocket cards on screen. Keep in mind that the check-in process will take time, so you need to open your online classroom and allow time for people to check-in before the official start of the course (just as you would with a traditional classroom).

During the class, you need a mechanism for tracking engagement and attendance. It will be very challenging for an instructor to track attendance and connections alone. We strongly recommend the use of a 2nd person (moderator, co-instructor, etc) to assist with attendance tracking. The assistant can handle check-in, stay attuned to the number of people in the course, and track responses and connections

Some systems have “presence managers” that offer an automated means of keeping an eye on attendees. You may also use quizzes or chat questions and track student responses.

Most synchronous learning platforms provide reporting of connections and attendance. Be sure to check your platform for those functions. Your class file should include your roster and the attendance record.

9. Do I need another person to assist me with facilitating the course and/or managing the students?

We highly recommend this. See question #8.

10. May I allow two students to attend from the same computer?

No. Each student must have their own station / connection so that they can respond to questions and activities, and so that attendance can be tracked. If someone is uncomfortable with the technology, or does not have a computer that can accommodate the learning environment, that person needs to take the extension option and wait for in-person classes to be offered again.

11. How should I prepare students for learning in a synchronous online environment?

Good instructions prior to the class session are essential. We suggest you send an introductory email or video with course requirements and basic instructions for the technology or that you require participation in an orientation session prior to the start of the class.

Creating policies for participation and engagement is also vital. Here are examples of policy items / issues to consider:

- hardware requirements, e.g., requirement to connect via laptop or desktop computer rather than mobile phone;
- software requirements, e.g., operating system, browser, etc;
- use of microphones and cameras;
- restriction against connecting while driving or engaging in other activities;
- requirement for attendance, i.e., requirement to maintain connection throughout course; and
- participation requirements, i.e, requirement to respond to questions, quizzes, etc.

12. What should I do if a student loses connectivity during a class session?

Synchronous learning will not work for all students. They must have a strong internet connection capable of maintaining connectivity. These types of courses require substantial bandwidth on the student's end. If a student's connection fails repeatedly, and they miss more than the allotted amount of time, you should not allow them to continue and should not give them credit for the course.

13. How long or how many times should I allow a student to have connection issues before evicting them from a class (or not giving credit at the end)?

If a student's connection fails repeatedly, and they miss more than the allotted amount of time, they should not be allowed to continue and should not be given credit for the course.

Note: You should also consider the impact on other students. Failing connections can be very disruptive to other students and the instructor. It is a good idea to create policies to deal with such situations.

14. May I allow students to make up hours from one class in another class? As an example, if I have a student who started a Post 301 course in person a few weeks ago, may that student complete the course in a Post 301 course I deliver via synchronous learning during the next few weeks?

Yes. The emergency rule allows students to complete their hours in a course other than the one in which they started. However, understand that it is the responsibility of the provider to make certain that students are making up the material they missed, and not just duplicating or repeating the same part of a course they already took.

15. Will the reporting of course completions to the Commission be the same?

Yes.

16. Should I have smaller class sizes in an online environment?

The rule requires real time engagement and attendance monitoring, so you will need to decide how many students you can realistically manage, given that expectation. Here are questions to consider: Will you have a moderator / assistant? Does the software include a presence manager or attendance tracking capability?

17. Do schools / sponsors still have to give the 10 day notification of synchronous classes?

Schools and sponsors must continue with the standard process of notifying the Commission of scheduled courses. The 10 day notice requirement will not be enforced during this time. We ask that you notify us as soon as possible and try to do it within 10 days, but we recognize there may be some issues with that requirement.

18. How do I notify the Commission of an upcoming synchronous course?

CE Courses: Approved sponsors should enter courses in the CE Schedule using the sponsor portal. Enter the city name as ONLINE.

Pre and Post courses: Submit the scheduling form to Nicole Bills ([nicole@ncrec.gov](mailto:nicole@ncrec.gov)). Indicate location as ONLINE.

19. May I teach the 2019-2020 Update courses after June 10th?

No.

20. Is the CE blackout period (prohibiting CE classes from being delivered June 11-30) still in effect?

Yes.